

## How to Register for MyWAM My Waterworks Account Manager

1. Open up a web browser
2. Go to the following link: <https://dpw.lacounty.gov/mywam>
3. If you don't have your new Account # and Customer #, click on the link 'here' (see screen shot below). If you know your new Account # and Customer #, skip to Step 7.

The screenshot shows the MyWAM registration page. At the top is the header for dpw.lacounty.gov with links for About DPW and Contact. Below the header is the Waterworks Districts logo and a navigation bar with Home and Contact buttons. The main content area features the MyWAM logo and a description: "MyWAM (My Waterworks Account Manager) provides easy, instant access to your waterworks account. Two easy steps to get started:". The steps are: 1. Locate your new Account Number & Customer Number by clicking [here](#) (the word 'here' is circled in red). 2. Register below to set up your User Name and Password to log into MyWAM. Below the steps is a 'Login' section with input fields for User Name and Password, a 'Login' button, a 'Remember Login' checkbox, and links for 'Register' and 'Forgot Password?'. The background is a light blue gradient.

4. Fill out the four fields (last name, street address number, zip code, and phone #) to look up your new Account # and Customer #.

The screenshot shows the 'New Account Number & Customer Number Look-Up' page. The header includes the lacounty.gov logo and links for About DPW, Resources, and Contact Us. Below the header is the Department of Public Works logo and a navigation bar with Resident, Business, and Government buttons. The main content area is titled 'New Account Number & Customer Number Look-Up' and contains the following text: "With the new MyWAM (My Waterworks Account Manager) system, we have gone to a new Account Number & Customer Number scheme, which will appear on your next water bill. In the meantime, enter your info below and we will provide your new Account Number & Customer Number for you to register for MyWAM." Below this text are four input fields: Last Name, Street Address (Numbers only), Zip Code, and Phone Number (10 digits, including area code; no dashes). A 'Search' button is located below the input fields. At the bottom is a link: 'Back to Waterworks Home Page'.

## How to Register for MyWAM My Waterworks Account Manager

5. Write down your new MyWAM Account # and Customer #. This info will be used to register for a new MyWAM online account.

lacity.gov Department of Public Works  
Resident Business Government

New Account Number & Customer Number Look-Up

With the new MyWAM (My Waterworks Account Manager) system, we have gone to a new Account Number & Customer Number scheme, which will appear on your next water bill. In the meantime, enter your info below and we will provide your new Account Number & Customer Number for you to register for MyWAM.

Old Account Number Address MyWAM Account Number MyWAM Customer Number

**MyWAM Account Number** **MyWAM Customer Number**

6. You can also find your new Account # and Customer # on your new water bill (see bill image below)

## Understanding Your New Water Bill

**LOS ANGELES COUNTY DEPARTMENT OF PUBLIC WORKS WATERWORKS DISTRICTS**  
1-877-637-3661  
www.lacwaterworks.org

Bill Date: 11/12/2010  
Bill #: 909260  
Due Date: 12/07/2010  
Total Due: \$172.55

Account # 04040404 Customer # 0404044

2222 FREMONT AVE LANCASTER

**Water WA1**

Meter #	Meter Size	B.U.	From	To	Days	Previous	Current	Usage
51233513	3/4"x1"	1	10/14/10	11/10/10	57	322	472	150

**YOUR ACCOUNT SUMMARY**

Item	Amount
Prep Bill Amount	\$106.92
Payment - Thank you	\$106.92
<b>PAST DUE BALANCE (subtotal)</b>	\$0.00

**NEW CHARGES**

Item	Amount
Monthly Service Charge	\$30.56
Consumption - Tier 0	\$0.00
Consumption - Tier 1	\$23.22
Consumption - Tier 2	\$61.27
Consumption - Tier 3	\$25.80
Quantity Facilities Construction Surcharge	\$11.70
<b>CURRENT CHARGES (subtotal)</b>	\$172.55

**TOTAL AMOUNT DUE** \$172.55

**Compare Usage**

Period	Days	Units (HCF)	Daily-Use (HCF)
Current	57	150	2.63
Last Year	56	59	1.05

**LOS ANGELES COUNTY DEPARTMENT OF PUBLIC WORKS WATERWORKS DISTRICTS**  
Pay online at www.lacwaterworks.org

JOHN DOE  
FREMONT ALHAMBRA PROPERTY MNG  
2222 FREMONT AVE  
LANCASTER CA 93551

LOS ANGELES COUNTY WATERWORKS DISTRICTS  
PO BOX 512150  
LOS ANGELES, CA 90051-0150

Make Checks Payable to: "LA County Waterworks"

6540000000909260000401878000172550001725592011

### Bill at a glance:

Summary of current charges and total amount due.

**New!** Important messages from Waterworks.

**New!** Use the new customer number to create a MyWAM\* user profile.

**New!** The new account number is linked to the service address not the customer.

**New!** Bill shows detailed service charge activity.

**New!** Compare current water use to the previous year.

**Return Payment Portion**

## How to Register for MyWAM My Waterworks Account Manager

7. Click the “Register” link (see screen shot below).

dpw • lacounty • gov About DPW | Contact

**Waterworks Districts**  
COUNTY OF LOS ANGELES DEPARTMENT OF PUBLIC WORKS

Home Contact

**my WAM**

MyWAM (My Waterworks Account Manager) provides easy, instant access to your waterworks account.

Two easy steps to get started:

1. Locate your new Account Number & Customer Number by clicking [here](#).
2. Register below to set up your User Name and Password to log into MyWAM.

**Login**

User Name:

Password:  Login

☐ Remember Login

[Register](#) [Forgot Password ?](#)

8. Fill out all the information in the fields. Enter your new Account # and Customer #. You can also register to receive electronic bills by selecting ‘True’ next to question: ‘Receive eBills?’ By selecting eBill, you will **not** receive paper bills in the mail.

### MyWAM Registration

**\*Note:** Please enter all required information below to register for a MyWAM account. Once you have registered, you will receive an email containing a link and unique Verification Code. That email is legitimate and will be sent from: "donotreply@dpw.lacounty.gov". Click on the link to login and complete your registration.

Locate your new Account Number & Customer Number by clicking [here](#).

All fields marked with a red arrow are required.

User Name:

First Name:

Last Name:

Display Name:

Email Address:

Confirm Email:

Enter a password.

Password:

Confirm Password:

Customer Number:

Account Number:

Receive eBills? ☒ True ☐ False

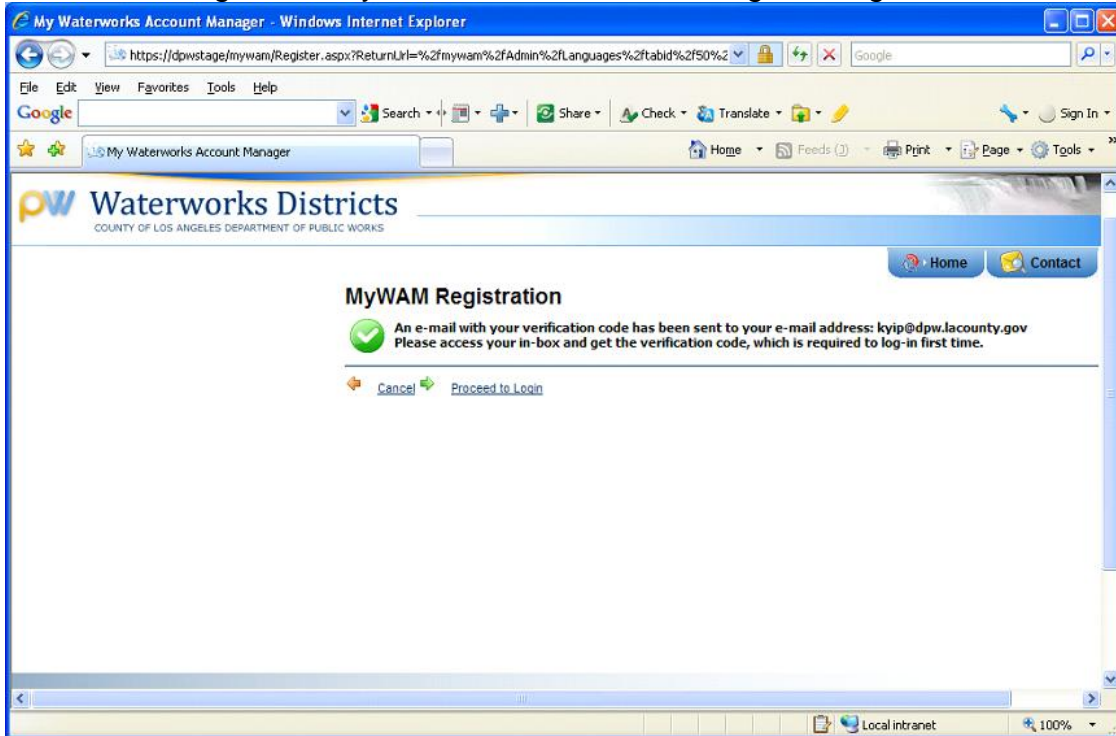
By signing up for eBill, you will receive an email when your water bill is ready. Upon logging into MyWAM, you can choose from current or historical bills to view, save, or print.

This will discontinue the mailing of water bills; you will no longer receive paper bills. You can always change your preference in MyWAM.

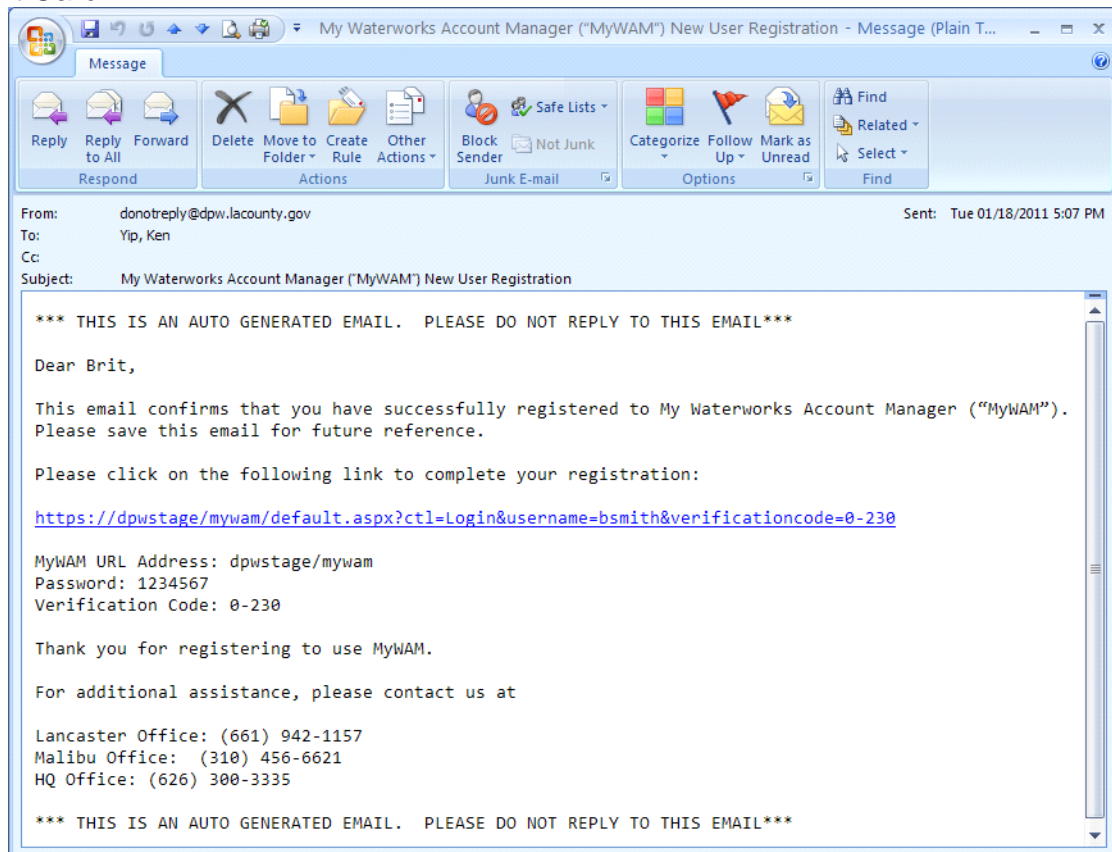
[Register](#) [Cancel](#)

## How to Register for MyWAM My Waterworks Account Manager

9. Upon successful registration, you will receive the following message below.



10. You will also receive an email similar to the one below. This email contains your Password, and Verification Code. Click on the link contained within the email to login and complete your registration. Use the 'Make A Payment' feature to pay your water bills online via eCheck or Credit Card.



## How to Register for MyWAM My Waterworks Account Manager

Note: The Verification Code must be entered the first time you login to MyWAM. This completes the registration process and the code is no longer needed.

The screenshot shows the 'MyWAM' registration page on the dpw.lacounty.gov website. The page header includes the dpw.lacounty.gov logo and links for 'About DPW' and 'Contact Us'. The main heading is 'Waterworks Districts' with the subtitle 'COUNTY OF LOS ANGELES DEPARTMENT OF PUBLIC WORKS'. Below this, there are 'Home' and 'Contact' buttons. The 'MyWAM' logo is prominently displayed. A text block explains that MyWAM provides easy access to waterworks accounts and lists two steps to get started: 1. Locate your new Account Number & Customer Number by clicking [here](#), and 2. Register below to set up your User Name and Password to log into MyWAM. A 'Login' section contains input fields for 'User Name' (filled with 'jdoe'), 'Password', and 'Verification Code' (filled with '0-225'). There is a 'Login' button, a 'Remember Login' checkbox, and links for 'Register' and 'Forgot Password?'. At the bottom right, there is a 'Login' button with a key icon.

Use the 'Make a Payment' feature to pay your water bills online via eCheck or Credit Card.

The screenshot shows the 'MyWAM' account page for a user in the City of Palmdale. The page header includes the dpw.lacounty.gov logo and links for 'About DPW' and 'Contact Us'. The main heading is 'Waterworks Districts' with the subtitle 'COUNTY OF LOS ANGELES DEPARTMENT OF PUBLIC WORKS'. Below this, there are 'Home' and 'Contact' buttons. The page displays account information for 'UNSECURED CONSTRUCTION' in Palmdale, CA, with a balance of \$280.34 and a due date of 2/5/2011. A 'Terms of Payment' section is visible, stating 'To make a payment, please read and accept the Terms of Payment below.' A 'TERMS OF PAYMENT' window is open, showing the 'eCheck/Credit Card' option. The window contains the text: 'BEFORE YOU CAN USE OUR SERVICE, WE NEED TO OBTAIN YOUR AGREEMENT TO THE FOLLOWING TERMS'. It explains that these terms set forth the terms of the online payment service offered by the Los Angeles County Department of Public Works. A checkbox is present for 'I have read and agreed to the Terms of Payment.' Below this, there is a password field and a 'Next' button. The page also features a sidebar with navigation links: 'Main' (List Accounts, Change Profile), 'Account Options' (Billing History, Meter Reading History, Usage History, Transaction History), and 'Online Services' (Make a Payment, Auto Pay, Move In, Move Out, FAQ). At the bottom right, there is a 'Logoff / Signoff' button with a key icon.